

Flow Charting

Flow charting is the act of drawing symbolically the steps of the process. It is a great tool for documenting the process and for seeking information on efficiencies. There are some common flow charting symbols and different models attached for your use and consideration.

Key Questions: When was the last time your unit flow charted its key business processes? Are they current? If not, spend some time and document your process. You may be surprised at what you find!

Tips: While flowcharting, it's important to document the delays (i.e. wait time for a decision) and decisions within the process. These are two primary areas to focus on improving so that the process can be streamlined. Also – look for the number of people involved in any kind of review – this is another prime target for error and time delays.

